VDC Office Hour Session One: Understanding VDC Veteran Authorizations and Developing Person-Centered Veteran Spending Plans

Key Takeaways

- ✓ Participants engaged in a meaningful discussion and question and answer to foster collaboration across the VDC Network during the 1st *Bringing Together Business Acumen and Person-Centered Strategies VDC Office Hours Series Session*!

Over 200 individuals, representing VDC providers and VAMCs, attended to hear an overview of policies outlined in the updated Billing and Invoicing Guide and learn from the Greater Wisconsin Agency on Aging Resources and Milwaukee VAMC on their VDC program's best practices for developing person-centered spending plans.

- ✓ The session shared helpful tips for questions received from VDC providers regarding VDC Veteran authorizations and developing person-centered Veteran spending plans.

Topics covered included (1) VDC authorizations, (2) HealthShare Referral Manager (HSRM), (3) Veteran spending plan development work flow, (4) global budget, (5) determining and managing a Veteran's available budget, (6) hospital and nursing home admissions, (7) calculating tax rates, (8) changes in Veteran case mix levels, (9) estimating services, (10) Veteran county changes, and (11) tips for using the Veteran Spending Plan template.

- ✓ Forty-three percent of attendees indicated that they use HealthShare Referral Manager (HSRM) for managing VDC Veteran referrals and authorizations.

Through HSRM, VAMCs can share important information on the Veteran, including their authorization and authorization number, case-mix level, budgeted amount, and standard episode of care (SEOC). HSRM continues to be deployed across VAMCs on a phased development schedule – VDC providers are encouraged to communicate with their VAMC partners regarding implementation. Community partners can register for the HSRM training by signing up and attending the webinar (offered weekly) through the VHA TRAIN website (https://www.train.org/vha/course/1082953/live_event).

- ✓ Practical takeaways and actionable next steps were reported by participants!

Participants said that they would:

- ✓ Streamline their authorization processes based on the guidance offered during the session;
- ✓ Incorporate the Veteran Spending Plan Template into their VDC program's processes for Veteran spending plan development or use the template as a guide to ensure that minimum requirements are met and included if using their locally developed templates;
- ✓ Join the 2nd VDC Office Hour Session, focused on tips and tools for monitoring monthly Veteran spending; and
- ✓ Email the VDC Technical Assistance Team with any questions: veterandirected@acl.hhs.gov.